

#15  
PA 10/1/02  
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# FACSIMILE COVER SHEET

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To: U.S. Patent and Trademark Office  
Examiner: W. Deane; Group Art Unit 2642

Facsimile No.: (703) 872-9314

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From: Michael P. Straub, Esq.

Date: December 19, 2001

Number of Pages Including Cover: 8

**Message: RESPONSE TO OFFICE COMMUNICATION DATED  
NOVEMBER 21, 2001**

Applicants: Craig Reding et al.  
Case: NYNEX-27/CIP3  
Serial No.: 09/154,965 Filed: Sept. 17, 1998  
Group Art Unit: 2642  
Examiner: William J. Deane  
Title: **Methods and Apparatus for Automating the Servicing of Telephone  
Calls Including Calls Requesting Directional and/or Other  
Types of Information**

Assistant Commissioner For Patents  
Washington, D.C. 20231

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Date

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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<h1 style="text-align: center;">TRANSMITTAL FORM</h1> <p style="text-align: center;">(to be used for all correspondence after initial filing)</p>		Application Number	09/154,965
		Filing Date	September 17, 1998
		First Named Inventor	Craig REDING
		Group Art Unit	2642
		Examiner Name	William J. Deane
Total Number of Pages in This Submission		Attorney Docket Number	Nynex-27/CIP3 (96-21CIP3)

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Assignment Papers (for an Application) <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Postcard Receipt <input type="checkbox"/> Other Enclosure(s) (please identify below):
Remarks No fee is believed due. However, if there is a fee due, the Commissioner is hereby authorized to charge that fee and/or credit any overpayments to the Deposit Account of Straub & Pokotylo, Deposit Account No. 50-1049.		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Michael P. Straub (Reg. No. 36,941)
Signature	<i>Michael P. Straub</i>
Date	December 19, 2001

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IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE



**PATENT APPLICATION**

Applicants: **Craig Reding et al.**

Case: **NYNEX-27/CIP3**

Serial No.: **09/154,965**

Filed: **Sept. 17, 1998**

Group Art Unit: **2642**

Examiner: **William J. Deane**

Title: **Methods and Apparatus for Automating the Servicing  
of Telephone Calls Including Calls Requesting  
Directional and/or Other Types of Information**

Assistant Commissioner For Patents  
Washington, D.C. 20231

S I R:

**RESPONSE TO OFFICE COMMUNICATION DATED NOVEMBER 21, 2001**

In the November 21, 2001 Office Communication the Examiner indicated that he believed that the amendment filed on Sept. 7, 2001 was not fully responsive and gave Applicants an additional 30 days to respond.

In the Communication the Examiner states:

Specifically, applicant has failed to point out support in the specification for the Amendments contemplated by applicants. For example, applicant claims a first operator position identifier, second operator position identifier, etc. Applicants must

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Date: December 19, 2001

Number of Pages Including Cover: 2

Message: **RESPONSE TO OFFICE COMMUNICATION DATED  
NOVEMBER 21, 2001**

Applicants: Craig Reding et al.  
Case: MMMX-27/CIP3  
Serial No.: 09/154,988 Filed: Sept. 17, 1998  
Group Art Unit: 2642  
Examiner: William J. Deane  
Title: Methods and Apparatus for Automating the Servicing of Telephone  
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